

Somerset Clinical Commissioning Group

Working Together to Improve Health & Wellbeing

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Editorial - 'Busy but coping'

The demand upon Somerset's health and social care system this winter has been considerable and, as predicted, pressure has not been driven by inappropriate use of district hospital Accident and Emergency Departments, rather by the sheer numbers of frail elderly and sick patients in the community becoming so ill they find themselves being transported by ambulance to hospital.

Taunton's Musgrove Park Hospital set a [new winter record](#) shortly after Christmas when 117 patients arrived by ambulance at its A&E Department within a 24 hour period. Flu-like illnesses have taken their toll on the health of local people and this includes hospital and community health service staff.

Although national news media have characterised this winter as a 'crisis' for the NHS and organisations are already analysing the [underlying causes where urgent demand has outstripped capacity](#), Somerset has been well prepared and a combination of effective winter planning and system-wide collaboration has meant emergency and urgent care services have fared better than many other parts of the country.

I would like to thank front-line local health and social care staff from across Somerset for their outstanding work and personal commitment to patient care this winter. We still have more days of winter to come, but I feel we can be proud of the way we have all pulled together.

Dr Will Harris - Editor

Somerset Social Prescribing gets Financial Boost

Health services in Somerset are set to forge stronger links with the voluntary and community sector after a £60K financial boost helps 'Social Prescribing' take a leap forward.

'Social Prescribing', as described by the NHS, links people with health problems into practical and emotional support in communities and the voluntary sector. Participants meet with a professional to identify which ongoing practical, emotional and community support can best help them achieve their goals.

A recent £30k development grant from the Life Chances Fund, matched by £30k from the [South West Academic Health Science Network \(SW AHSN\)](#), and ongoing investment by the [Richmond Group of Charities](#) and Somerset partners, will enable further involvement of local people, professionals and technical advisors into the design of plans going forward.

The development phase will take place over the next several months and the project team will coordinate with the existing social prescribing approaches in some parts of the county, as well as other local Life Chances Fund projects. In particular plans are being laid to ensure that people and communities are at the heart of development.

For GPs and other healthcare professionals the project creates an opportunity to reliably and easily connect with consistent community and voluntary sector resources in their locality, thereby helping professionals provide a wider offer to those patients least able to help themselves.

For more information please contact the Richmond Group Somerset Programme Manager aimiecole@mac.com

Somerset Integrated Digital e-Record (SIDeR) Update

Following a bid submitted in 2016, Somerset CCG secured £1.425m (including VAT) of Estates and Technology Transformation Funding (ETTF) in March 2017 for the Somerset Integrated Digital e-Record (SIDeR) Programme and related digital initiatives.

A number of initiatives have been able to commence using this funding, including:

- Procurement of a Technology Partner to work with Somerset health and social care providers, linking up their key care systems so that they can share patient information to improve direct care. We hope to announce the outcome of this procurement by late February 2018.
- Extension of EMIS Viewer licences, to enable read only access to patient GP records from any Somerset care setting. This has been used over 18,000 times since launch in October 2016.
- Purchase of EMIS Health Analytics and Enterprise Search and Reports, which will allow practices to access real time information on the demand for their services and consider how to shape services accordingly.
- Purchase of Resource Publisher (awaiting rollout date from EMIS) which allows creation of document templates and data entry tools to be shared across Somerset practices
- Purchase of Remote Consultation to assist practices in providing services to their patients out-of-hours through collaborative working with other practices
- Funding for village agents, local medical, optometry and pharmacy committees to engage with the digital programme in Somerset
- Data cleansing of the Adastra End of Life Care Record system, to update records and in turn, improve usage

Based on the success of this work, we have been invited to bid and secured further digital improvement funding to extend some of the above. The IM&T Team is working closely with stakeholders to deliver these projects, including the Business Intelligence team who are providing analytical support.

If you would like to know anything further, please contact Jess.Brown@nhs.net in the first instance.

Launch of Somerset Mental Wellbeing Service

A new service to support good mental health in Somerset was launched last month. Somerset County Council introduced the [Somerset Mental Wellbeing Service \(SMWS\)](#) in partnership with Compass Disability Services.

The service will help people maintain and improve their mental wellbeing by developing support networks, increasing independence and helping them make use of support in their communities. Wellbeing Navigators will assist people to achieve their own goals and help them develop skills and strategies to continue to manage their own wellbeing outside of the service.

The service, which was created after a consultation identified a gap in what support is available, will operate across the county and will be delivered by Compass Disability, Mind in Taunton, West Somerset and South Somerset alongside the Chard Watch CIC. It is open to any adult Somerset resident and the support will start with an initial assessment before progressing onto the creation of their own Wellbeing and Recovery plan.

Anyone who would like to use the service can refer themselves to the SMWS by calling 01823 255917 or by emailing info@smws.org.uk

Young People's Strategy for Somerset

Do you work with young people aged 11-19 in Somerset? We are just starting the journey of coming together as a sector to design the system that will work best for young people in the county to achieve what they want out of life.

Events have been taking place all over Somerset aiming to get the intelligence together to be ready to start having the proper conversations with young people, families and communities.

If you were unable to attend one of these events, there is an opportunity to feed into the discussion by completing our [online questionnaire](#). This will provide us with more information to use in designing how we start co-producing a strategy for Somerset Young People overseen by the Early Help Board.

Please do pass this on to anyone you think might want to take part, and thanks in advance for your honesty and input.

For more information please contact Karriann Pagett-Ralph, Children's Services Commissioning Team, via email kpagetteralph@somerset.gov.uk

Diabetes Prevention Services at Touch of a Button

NHS England, Public Health England and Diabetes UK have teamed up with leading providers from the tech sector as the battle against Type 2 diabetes goes digital – with around 5,000 people expected to benefit from the launch of a new pilot project, including some from here in Somerset.

Somerset is one of eight pilot areas that have been selected to test drive a range of innovative digital products, apps, gadgets and other online tools.

Healthier You: The NHS Diabetes Prevention Programme was officially launched in 2016 to support people who are at high risk of developing Type 2 diabetes.

Six GP practices from across Somerset started offering the service from late November 2017 with more following in January. A face-to-face diabetes prevention programme will start in Somerset from Spring 2018.

Those referred on to the face-to-face programme get tailored, personalised help, this includes: education on lifestyle choices; advice on how to reduce weight through healthier eating; and bespoke physical activity programmes, which together have been proven to reduce the risk of developing Type 2 diabetes.

The new pilot offers similar support, assistance and guidance but through the use of digital interventions, including apps, which allow users to access health coaches, online peer support groups and to set and monitor goals electronically. Some patients will also receive wearable technology to help them monitor activity levels and receive motivational messages and prompts.

For more information contact Rachael.Rowe@nhs.net

New Improving Diabetic Footcare Resource

The Somerset Foot Group work to promote diabetic foot health and prevent amputations and is a collaboration of primary and intermediate care, vascular surgeons, diabetologists, podiatrists and commissioners. Members of the group in Somerset recently worked with the College of Podiatry as an exemplar site to share learning experiences for a new online commissioning resource. The Somerset work can be seen on the College of Podiatry website under case histories and making change happen:

<https://www.improvingdiabeticfootcare.com/>

For more information contact Rachael.Rowe@nhs.net

School for Change Agents

Working for the NHS is far from easy, and it can be even more challenging to find time to work on the positive changes we believe in. If you want to create positive change, I'd love you to join me in signing up for the School for Change Agents. As well as the five weekly Webexes, I will be arranging a Somerset discussion group to apply the learning locally. I hope by joining as a group there will be more opportunity to discuss learning with colleagues, and it will be easier to take action as a result.

The School for Change Agents is for anyone and everyone who wants to improve the safety and quality of health and social care. You may hold a senior post in the NHS; you may be a doctor or a nurse, you may be a student doctor or nurse; you may work on the frontline or behind the scenes; you may be a commissioner, an administrator or a manager; you may work for the police or for a charity; you may be a healthcare assistant or an allied health professional, a carer, a patient, a service user or a citizen. Health and care affects everyone, everywhere, and The School for Change Agents is an opportunity for all of us to come together to pool our ideas and our resources with the intention of making sure that care will be as good as it can possibly be for us, our parents and families, and for the

generations that follow us.

You can sign up by following this link: <http://theedge.nhsiq.nhs.uk/school/>

It's free, starts on Thursday 15 February 2018 from 15:00-16:30 (GMT) and follows every week at the same time on:

Module 2 – 22 February

Module 3 – 1 March

Module 4 – 8 March

Module 5 – 15 March

The programme is designed to fit around people's very busy lives, so if you are unable to join the live sessions, you can watch the recording at a time convenient to you. The recordings will be made available on the School for Change Agents website in the 'resources' section.

Please forward this invitation to anyone you feel would like to be involved and let me know when you sign up, so I can add you to our local group.

For more information contact Amelia.Randle@nhs.net

Somerset CCG Safeguarding Children

The Safeguarding Children web page on the NHS Somerset Clinical Commissioning Group website has been updated!

For further information, please visit the webpage via the link <http://www.somersetccg.nhs.uk/about-us/how-we-do-things/safeguarding-children/>. Here you will find details of how to report concerns about a child. In addition, there is information regarding the mandatory training required for all staff to undertake.

The January 2018 edition of the Somerset Safeguarding Children Bulletin 'Things you should know' includes an overview of a Serious Incident Learning Review. This is a six step briefing on a case in which the mother of four children was the subject of serious domestic abuse incidents. Also in this issue is the recent Safeguarding Conversation concerning a homeless teenager, findings from the audit of neglect cases and an introduction to the Somerset Neglect Strategy, launched at the Neglect Conference in November 2017.

For more information please contact Maria.Davis@nhs.net, Designated Nurse Safeguarding Children and Children Looked After.

Look, listen, ask ... ask again - domestic violence campaign

Anyone worried about a friend or family member they feel may be at risk of domestic abuse is being encouraged to call a confidential helpline for general advice on how to make a real difference. It's all part of a campaign Somerset County Council is running which launched to mark the Public Health England (PHE) 16 Days of Action against Domestic Violence and the Avon and Somerset Police and PCC campaign #NoExcuse and will continue until April 2018.

As well as encouraging victims of all forms of domestic abuse to seek help the campaign is encouraging friends and family members to be vigilant and 'look, listen, ask ... ask again' if they have concerns about someone they fear may be in an abusive relationship.

The Somerset Domestic Abuse Support helpline - **0800 69 49 999** - offers confidential advice for public and professionals alike. There is also a useful guide, the [Domestic Abuse: Friends and Family Guide](#) which tells people about ways they can help others safely and it has detailed advice on the things you can do which can provide emotional and practical support to that person.

For more information read the [Somerset County Council news release](#) or visit the [Somerset Survivors website](#). See also the [Safer Somerset Partnership Domestic Abuse Newsletter Winter 2017/18](#)

New Year Weight Loss and Diet Advice

There is a vast amount of help available online for people trying to lose weight or simply improve their diet. Here are just a few examples:

- The [NHS weight loss plan](#) is a free 12-week diet and exercise plan
- NHS Choices provides [tips for healthy eating](#) and a [Healthy weight calculator](#)
- The [Eatwell Guide](#) shows the proportions in which different types of foods are needed to have a well-balanced and healthy diet
- [OneYou](#) provides tools, support and encouragement across the breadth of lifestyle factors to help adults aged 40 to 60 years to help improve their health, every step of the way
- [5 A Day](#) gives advice and recommendations about the benefits of eating 5 portions of fruits and vegetables a day

Professional resources and tools include:

- The [Obesity Intelligence Knowledgehub website](#) which provides wide-ranging authoritative information on data, evaluation and evidence related to weight status and its determinants; and
 - Public Health England which has a range of [data and analysis tools](#) related to obesity.
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Healthwatch Somerset - new CEO

Healthwatch Somerset has appointed a new Chief Executive Officer. Mary Curran joins the organisation in April 2018 replacing Emma Cooper who left last month. More details are available in the [Healthwatch Somerset's news release](#) or in their [January 2018 e-bulletin](#)

Somerset SafetyNet Newsletter

The SafetyNet newsletter is one of the ways in which the CCG supports the development of continuous quality improvement for healthcare services in Somerset. [Read the latest newsletter here.](#)

Editor

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NHS 70

Contact Us

Please send feedback on this newsletter to:

somccg.enquiries@nhs.net

The NHS is turning 70 on 5 July this year. It is the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role it plays in people's lives, and to recognise and thank NHS staff – the everyday heroes – who are there to guide, support and care for us. NHS England and NHS Improvement are working with other partners to mark the occasion at a national, regional and local level. Why not get involved? There are lots of things you can do, from organising an event to sharing your NHS story. Further details can be found on the [NHS England website](#)
